# CITY OF KENT POSITION DESCRIPTION

Position Inventory Number:					
Classification Specification:Visitation Center Supervisor					
Salary Range: NR34 – Management Benefit Level C					
Position Description: Visitation and Safe Exchange Center Program Supervisor					
Incumbent:					
Location: Planning - Parks, Recreation and Community Services Housing & Human Services Division					

#### **GENERAL PURPOSE:**

Under the direction of the Human Services Manager, perform a variety of professional duties related to the development, implementation, and administration of the Safe Haven Supervised Visitation and Safe Exchange Center Program. This is a national demonstration initiative dedicated to serving families specifically impacted by domestic violence, sexual assault, child abuse, and stalking. All policies, procedures, and services are designed to increase safety for victims and their children and decrease opportunities for further abuse.

Work is characterized by professional level duties associated with the daily general operation of the visitation and exchange program. Incumbent provides guidance and supervision to assigned staff, including temporary employees and/or volunteers; develops and implements model policies and practices; researches and pursues fund development; and performs administrative duties that develop, support, and sustain a supervised visitation and exchange center. Incumbent is regularly required to communicate with City officials, departments and staff, outside agencies and the general public regarding the Safe Haven program.

Work is performed under limited supervision. Supervisor sets the overall objectives and resources available. Incumbent and supervisor work together to develop the deadlines, projects and work to be completed. Incumbent is responsible for the work, plans and carries out the assignment, resolves most conflicts that arise, coordinates work with others and interprets policies on own initiative in terms of established objectives. Incumbent keeps supervisor informed of progress, potentially controversial matters or far reaching implications. Work is reviewed in terms of feasibility, compatibility with other work or effectiveness of results.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Manage the planning, organization, and coordination of daily activities for the Safe Haven Supervised Visitation and Safe Exchange Center Program.

Develop policies and procedures as needed for the operation of the Safe Haven Program that are consistent with established City practice.

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Program Supervisor

Develop and monitor the Program budget.

Conduct or oversee grant-writing and other fund development activities.

Research, analyze, and prepare reports on the Safe Haven Program to the Advisory Committee and Collaborators. Act as liaison for the Advisory Committee and the City of Kent to endure the long-term financial sustainability of the Safe Haven Program.

Supervise assigned staff. Supervisory responsibilities include interviewing, hiring, and training employees; planning, directing and evaluating work; appraising performance; rewarding and disciplining employees; addressing complaints, resolving problems and recommending termination as appropriate.

Assess and prioritize the needs of the multicultural community with regards to the Safe Haven Program.

Conduct client intakes as needed.

Monitor supervised visits as needed.

Communicate with City officials, departments and staff, outside agencies and the general public regarding the Safe Haven program.

Assist with the hiring of contractors and consultants as necessary.

Become familiar with, follow, and actively support the vision, mission, values and behavior statements of the department and the City.

#### PERIPHERAL DUTIES:

Perform related duties as assigned.

## KNOWLEDGE, SKILLS, AND ABILITIES:

### KNOWLEDGE OF:

- Domestic violence issues including victim advocacy, power and control dynamics, and abuse tactics
- Child development, healthy parenting skills and techniques, and the impact of domestic violence on children
- Conflict resolution and de-escalation skills and techniques
- Functions and services of King County Superior Court Unified Family Court Division
- Protection order process in King County
- Municipal planning principles and practices related to human services programs
- Research methodology as applied to the collection and analysis of human services data
- Local and regional visitation and safe exchange program issues
- Applicable federal, state, county and city laws, codes, regulations, and policies relating to housing and human services
- Principles and practices of governmental budgeting, accounting and purchasing procedures and practices including preparation, management, monitoring, transfers and reporting
- City organization, operations, policies and procedures

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- Modern office practices, procedures and equipment including personal computers and related software such as word processing and spreadsheets programs
- Record-keeping techniques
- Correct usage of English grammar, spelling, punctuation and vocabulary

## SKILLED IN:

- Coordinating and/or facilitating training programs
- Current management practices and principles
- Grant and contract preparation, negotiation, monitoring and administration
- Administering housing and human services programs
- General research methods
- Working confidentially with discretion
- Interpersonal skills using tact, patience and courtesy
- Working collaboratively with housing and human services staff from regional jurisdictions
- Technical aspects of field of specialty
- Telephone techniques and etiquette
- Record-keeping methods
- Making effective oral presentations at public hearings and meetings
- Organizing and expressing ideas effectively through the use of oral and written communications

#### **ABILITY TO:**

- Delegate tasks and encourage leadership in others
- Develop culturally accessible and relevant programs
- Recognize and address emerging accessibility issues
- Recognize and respond quickly to potential threats to safety for staff, clients, and self
- Collect, analyze and interpret demographic, statistical, and socioeconomic data
- Think critically and recommend program changes as necessary to achieve desired outcomes
- Prepare politically sensitive reports and correspondence. Research and respond to internal and external requests for information.
- Make written communication clear and factually complete demonstrating comprehensive research. Communicate complex, technical issues into common every day terms for citizens when necessary.
- Read, interpret and apply policies, procedures, codes, rules and regulations
- Influence others on regional issues
- Manage assigned staff
- Establish and maintain effective working relationships with City Officials, City Commissions and committees, agencies, City employees and the general public
- Develop effective strategies to leverage limited resources
- Work effectively with multiple priorities and time constraints
- Work effectively with ethnic minority communities and citizens from diverse backgrounds
- Work effectively with clients through the use of interpreters
- Work confidentially with discretion
- Work irregular hours including attendance at evening meetings as required
- Effectively direct and evaluate the work of others involved in the implementation of the program
- Organize and conduct various research projects
- Plan and organize training
- Plan and organize work
- Proactively identify human services needs among a specific population and adopt an effective response to those in need

- Maintain records and prepare reports
- Respond to common inquiries or complaints from personnel, regulatory agencies or the public
- Read, analyze, interpret and apply City codes, rules, regulations, policies and procedures, general business periodicals, professional journals, technical procedures, financial reports, legal documents, and governmental regulations
- Effectively present information and respond to questions from City Council, top management, groups of managers, clients, customers, the general public, and/or public groups
- Add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; compute rate, ratio, and percent and to draw and interpret bar graphs
- Solve practical problems and deal with variables in situations where only limited standardization exists
- Interpret a variety of instructions furnished in written, oral, diagram, or schedule form

# EDUCATION AND EXPERIENCE REQUIRED:

Education: Master's degree in Social Work, Counseling or related field; and

Experience: Three (3) years experience in human services, domestic violence, batterers

intervention, or related area at management level

Or: In place of the above requirement, the incumbent may possess any

combination of relevant education and experience which would demonstrate the

individual's knowledge, skill and ability to perform the essential duties and

responsibilities listed above.

## LICENSES AND OTHER REQUIREMENTS:

- Valid Washington State driver's license
- Must be able to successfully pass the City's pre-employment driver's records check
- Valid First Aid/CPR certification, or ability to obtain within six months of employment
- Subject to a Washington State Patrol background inquiry pursuant to RCW 43.43.832
- Bilingual background desired, but not necessary.

## MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment including but not limited to personal computers, telephone, fax and copy machine, calculator, and projector.

## PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Program Supervisor

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; talk; and hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

## WORKING CONDITIONS:

Work is performed primarily in an office environment, subject to driving to a variety of sites to inspect, observe, and attend programs and activities. When performing work in the office, the employee is subject to frequent interruptions by walk-in citizens, developers, employees, telephone calls and inter-office activities. Incumbent may also be exposed to individuals who are irate or hostile. The noise level in the work environment is usually moderate. May be required to work evenings and weekends as needed.

SIGNATURE	ES:			
Incumbent's	s Signature	Date	Supervisor's Signature	Date
Approval:				
Director/De	signee's Signature	Date	Employee Services Director/Designe	ee Date
** Note:	This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.			

Revised: 8/24/04;10/31/07